

ADDENDUM #3 TO SPEC. 03-163

REQUEST FOR PROPOSAL LIBRARY CUSTOMER SURVEY

Addendum #3 to Spec. 03-163 for the Library Customer Survey for the Lincoln City Libraries, bids to be scheduled to be opened on Wednesday, July 2, 2003 at 12:00 noon.

Below are questions that have been asked for the above referenced proposal and their answers.

Q. The RFP requests three references for similar surveys for public libraries. Is this requirement firm or is similar experience acceptable?

A. Experience with public libraries is preferred.

Q. Would it be possible to receive the annual attendance figures for Bennett Martin Public Library (BMPL) and for each branch?

A. Below are the FY 1999-2000 customer use counts for Lincoln City Libraries. Customer counting at all locations was accomplished during winter/spring 2000 and represent a typical week. Annual counts were arrived at by multiplying the week total by 52. A count has not been done since the opening (2/2002) of the Eiseley and Walt Branch libraries.

<u>Library</u>	<u>Weekly</u>	<u>Annual</u>
BMPL	7423	385,996
Anderson Branch	2929	152,308
Arnold Heights Branch	143	7,436
Belmont Branch	567	29,484 (Branch closed 02/02)
Bethany Branch	989	51,428
Bookmobile	196	10,192
Gere Branch	7742	402,584
South Branch	<u>1932</u>	<u>100,464</u>
Total	21921	1,139,892

Q. For the purposes of the customer survey, are Eiseley Branch and Walt Branch as busy as Gere Branch?

- A. At this time Eiseley and Walt Branches are not as busy as Gere Branch. We estimate that Eiseley and Walt each have a bit more than 50% of Gere's traffic. We estimate that the use count at each branch to be around 4,000 per week.

<u>Library</u>	<u>Circulation from May 2003</u>	<u>% of System's Total Circ for That Month</u>
Gere	71,220	30%
Eiseley	36,578	15%
Walt	40,913	17%
BMPL	39,897	17%

Eiseley has lots of junior high school kids weekday afternoons during school year. Next school year that junior high will be a middle school, so pattern may change.

Walt and Gere's use is more similar. Walt appears to have a number of home schoolers. Eiseley serves a more varied customer base.

All other terms and conditions to remain unchanged.

Dated this 17th day of June, 2003.

Purchasing Department

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